



Frequently Asked Questions

Telkom Consumer and SMB Fixed services Price Increases for 2026

1. When will the price increase be in effect?

Effective from 1 April 2026, Consumer and SMB, fixed line voice as well as Copper Broadband products and services subscription fees of the tariff plan will be increased.

2. When will customers see this impact?

As from 1 April 2026, customers will notice an increase on their April 2026 invoice. Keep in mind that monthly subscription rates are invoiced in advance, so for the period 1 – 30 April 2026, the new subscription amount will be visible on the April 2026 invoice.

3. With how much will my subscription fees be increased?

Fixed services: Consumer Fixed Voice tariffs will increase by an average of 10% for legacy products and 6% for current products, while SMB Fixed Voice will see an average increase of 10% for legacy products and 6% for current products.

Consumer and SMB DSL services will experience an average increase of 10%, while Consumer and SMB Fibre tariffs will rise by an average of 6%.

4. Through which communication channels did Telkom inform customers about these price increases?

As explained in previous questions, Telkom used its best endeavours to give customers timeous notice of these subscription rate - tariff changes well in advance. The following means were utilized:

- Invoice Message – March 2026 invoice.
- Invoice emailers and Invoice Insert – March 2026 invoice.
- SMS communication to customers in March 2026.
- Digital Tariff Page on the www.telkom.co.za website from 1 March 2026
- <https://www.telkom.co.za/deals/price-increase>

5. Will I be impacted, even if I sign-up / renew / upgrade during March 2026?

Yes, if you sign-up / renew / upgrade during March 2026, the increase in subscription fees will apply to you from 1 April 2026.

6. What will my increase be on my specific plan and what will I pay from 1 April 2026?

Please click on <https://www.telkom.co.za/deals/price-increase> for your specific price plan and associated increase effective 1 April 2026.

7. Why does Telkom implement a subscription fee increase?

Telkom understands that price increases are never easy, and Telkom wants to assure our customers that we have done everything possible to minimize the impact on them. This change has been carefully considered and is necessary due to rising costs and the ongoing investment required to expand and improve our network.

These investments are aimed at providing you with more reliable connectivity, better service quality, and value-driven offerings, ensuring that you continue to enjoy a superior experience with Telkom, which makes it necessary for Telkom to adjust prices to maintain the high level of service our customers have come to expect as well as offering the best value for money plans in the market.

8. I am currently on a month-to-month contract, will I also have an increase in my subscription fee?

Yes, if you are on a month-to-month contract, the increase in subscription fees of the tariff plan will apply to you from 1 April 2026. All customers, in-contract or month-to-month will be impacted.

9. Can Telkom implement a subscription fee increase even if I signed a contract for 12 or 36 months?

Telkom shall be entitled to adjust the charges levied to a customer from time -to-time as determined by Telkom, which adjustment may also be applicable to any Fixed Term Agreement entered into by the customer.

Changes will be published on the Telkom.co.za website. Changes will only apply to the tariff plan. Telkom's Standard terms and conditions for the provisioning of electronic communications services and products apply and can be viewed at

https://group.telkom.co.za/about_us/download/telkomsstandardtermsandconditionsforthe provisionofelec.pdf

10. What clause in Telkom's Standard terms and conditions deals with subscription fee increases within contract period?

Please refer Clause 6.6. Changes to Charges

6.6.1. Telkom shall be entitled to adjust the Charges levied to a Subscriber from time -to-time as determined by Telkom, which adjustment may also be applicable to any Fixed Term Agreement entered into by the Subscriber.

6.6.2. Any increase as per clause 6.6.1 will be given to the Subscriber in writing, which may include a data message as provided for in the ECA Whilst Telkom shall use its best endeavours to give the Subscriber timeous notice of any such changes, any such increase or decrease will be displayed on the Telkom Website with effect from the date of such increase or decrease.

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